

ABSTRACT OF THE DISCLOSURE

5 A network service monitoring system including a monitoring tool for processing error alerts issued during distribution of application packages to network client devices. The monitoring tool determines if the fault that caused generation of an error alert originated with a network device or with a communication pathway in the network. The monitoring tool then remotely performs diagnostics specific to devices or to communication pathways, and if appropriate based on diagnostics results, calls a service ticket mechanism to automatically issue a job ticket to a maintenance center responsible for the affected device or communication pathway. Preferably, the monitoring tool provides real time or ongoing monitoring of communication pathway problems including determining a downtime and updating a display on a user interface of existing availability. The service ticket mechanism is configured for automatically addressing common errors in issued job tickets.

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